



**PBOT**

**Parking and  
Regulatory Services**

1120 SW 5<sup>th</sup> Ave, Suite 1331

Portland, OR 97204

☎ 503-823-7483

✉ regulatory@portlandoregon.gov

## **TNC TOPIC SUBMISSION**

THIS TOPIC WAS SUBMITTED BY: Phil Berger

SUBMITTED VIA ONLINE FORM ON: 10/25/23 3:15 PM

ORGANIZATION/AFFILIATION: PBOT DAC Vice Chair

SUBMITTER'S PHONE NUMBER: +1 (360) 624-7717

SUBMITTER'S EMAIL ADDRESS: philberger5@gmail.com

TOPIC OR DESCRIPTION OF ISSUE:

PBTS102523-4 Driver Safety: Rider Photos, Identification and 3rd Party Rides

HOW IS THIS IMPACTING THE INDUSTRY?

Increasing occurrences of violence to drivers makes safety a highest priority.

REASON FOR CONSIDERATION OR CHANGE TO THE REGULATIONS?

Driver safety is as important as rider safety, and for all the reasons that drivers are required to undergo a background check, provide the make, model and color of their car, their license plate and a photo in their driver profile, despite the possibility of discrimination to the driver by riders, or other privacy concerns by the drivers, riders should also be so required. While background checks for all registered and guest riders may seem impractical, photos are not and should be required. Lyft currently has a system in place, and encourages riders to include photos in their profiles. Uber does not.

In addition, drivers may feel that their safety decreases as the number of riders in their car increases. Notifying the driver of the number of riders in the request for service would give the driver the option of declining rides that may make them uncomfortable in certain situations. (For example, late night pickups at bars, concerts etc.) Also drivers may prefer to keep their front seat empty and therefore not wish to accept rides of 4 passengers for a non-XL ride.

WHAT IS THE PROPOSED SOLUTION?

1. Rider terms of service be amended to require a mandatory Profile Photo of the registered rider calling for the ride
2. Alternately, registered riders may choose to take a photo each time they request a ride but a PIN code will also be required. The photo will not be retained in the ride record or rider profile when the ride ends.
3. Photos of all riders getting in the car will be required. Performing items 2 and 3 will satisfy the amended Rider Terms of Service for photo identification.
4. PIN system option be made available for drivers for all rides
5. 3rd Party Rides – Current Day Photo of guest rider(s) and a \$10 service charge for the driver to compensate for added exposure to personal harm and property damage. The TNCs currently have no information on who the guest is, this is akin to picking up hitchhikers!
6. Drivers be allowed to decline the added risk of 3rd Party rides by opting out on their Driver Preferences Screen.
7. Rider violations of the Rider Terms of Service Agreement will allow the driver to immediately cancel the ride (without waiting the customary 5-7 minutes) and receive the maximum cancel fee. This would apply to all terms of service violations including, but not limited to, unaccompanied minors, no child seat or booster when needed, and more than the allowed number of riders per vehicle type)

WAS A FILE/IMAGE UPLOADED WITH THIS SUBMISSION? No

THIS IS AN AUTOMATED NOTICE OF SUBMISSION. ANY ATTACHMENTS SUBMITTED MUST BE REQUESTED AS THEY MUST BE VERIFIED AS LEGIT SUBMISSIONS AND PROCESSED TO REMOVE ANY UNINTENTIONAL MALICIOUS SOFTWARE ADDITIONS BEFORE DISTRIBUTION.

**TNCDT00013-2022**